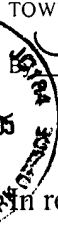


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PATENT
Attorney Docket No.: 022395-440900US
Client Ref. No.: OPWV-4409

On 6/22/05
TOWNSEND and TOWNSEND and CREW LLP



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Garrick T. Wager, et al.

Application No.: 09/923,486

Filed: August 7, 2001

For: SERVICE ZONE
MANAGEMENT SYSTEM &
METHOD

Customer No.: 46670

Confirmation No. 2298

Examiner: Rexford N. Barnie

Technology Center/Art Unit: 2643

REQUEST FOR RECONSIDERATION

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed February 23, 2005, please enter the following amendments and remarks:

Remarks/Arguments begin on page 2 of this paper.